

WHAT IS CLAIMED IS:

1. A method for communicating using multiple communication channels of different media types comprising:
obtaining an event communicated via an incoming communication channel of a plurality of communication channels, each communication channel having a media type, at least two communication channels of the plurality of communication channels having different media types, the event corresponding to a work item available via the incoming communication channel;
providing a notification of the work item via the user interface;
receiving an activation of a work item object of the user interface, the work item object being associated with the work item; and
issuing a command associated with the activation of the work item object to an outgoing communication channel of the plurality of communication channels.

2. The method of claim 1 wherein the incoming communication channel and the outgoing communication channel are the same.

3. The method of claim 1 further comprising:
performing the command, wherein the command is performed by the outgoing communication channel.

4. The method of claim 1 wherein the providing the notification includes providing the notification in real time with the obtaining the event.

5. The method of claim 1 wherein the providing the notification includes invoking a notification function of the user interface.

6. The method of claim 1 wherein the activation of the work item object is associated with an accept work item command.

7. The method of claim 1 wherein the activation of the work item object is associated with a release work item command.

8. The method of claim 1 wherein

5-11-18 2 each communication channel of the plurality of communication channels has a channel driver
3 of a plurality of channel drivers, wherein each channel driver of the plurality of
4 channel drivers includes instructions for issuing an associated command to an
5 associated communication channel; and

6 the issuing the command includes:

7 determining the command channel driver with an associated command corresponding to the
8 command;

9 sending the command to the command channel driver, wherein the command channel driver
10 performs the instructions for issuing the command to the associated communication
11 channel, the associated communication channel corresponding to the outgoing
12 communication channel.

1 9. The method of claim 8 wherein

2 the sending the command to the command channel driver includes sending the command
3 from the user interface to a communication server, wherein the communication server
4 sends the command to the command channel driver.

1 10. The method of claim 1 wherein

2 each communication channel of the plurality of communication channels is associated with
3 an associated channel driver of a plurality of channel drivers; and
4 the issuing the command includes sending the command to the associated channel driver for
5 the incoming communication channel, wherein the associated channel driver performs
6 the issuing the command to the incoming communication channel.

1 11. A method for communicating using multiple communication channels of
2 different media types comprising:

3 obtaining an event communicated via an incoming communication channel of a plurality of
4 communication channels, each communication channel having a media type, at least
5 two of the plurality of communication channels having different media types;

6 providing a notification of the event via the user interface;

7 receiving an activation of a command object of the user interface, the command object
8 corresponding to the event; and

9 issuing a command associated with the activation of the command object to an outgoing
10 communication channel of the plurality of communication channels.

12. The method of claim 11 further comprising:
performing the command, wherein the command is performed by the outgoing
communication channel.

Sub A4 13. A method for communicating using multiple communication channels of
different media types comprising:
obtaining an event communicated via an incoming communication channel of a plurality of
communication channels, each communication channel having a media type, at least
two of the plurality of communication channels having different media types;
providing a notification of the event via the user interface;
receiving an activation of a command object of the user interface, the command object being
associated with a command related to the event; and
issuing the command to an outgoing communication channel of the plurality of
communication channels.

14. The method of claim 13 further comprising:
performing the command, wherein the command is performed by the outgoing
communication channel.

15. A method for communicating using multiple communication channels of
different media types comprising:
establishing a connection between a user interface and each communication channel of a
plurality of communication channels;
obtaining an event communicated via an incoming communication channel of the plurality of
communication channels, each communication channel having a media type, at least
two of the plurality of communication channels having different media types, the
event corresponding to a work item available via the incoming communication
channel, the providing the notification being performed via the connection between
the incoming communication channel and the user interface;
providing a notification of the work item via the user interface;
receiving an activation of a work item object of the user interface; and
issuing a command associated with the activation of the work item object to an outgoing
communication channel of the plurality of communication channels.

1 16. The method of claim 15 further comprising:
 2 performing the command, wherein the command is performed by the outgoing
 3 communication channel.

Sub A5 7 17. A user interface for communicating via multiple communication channels of
 2 different media types comprising:
 3 an obtaining function for obtaining an event communicated via an incoming communication
 4 channel of the plurality of communication channels, each communication channel
 5 having a media type, at least two of the plurality of communication channels having
 6 different media types, the event corresponding to a work item;
 7 a notification function for providing a notification of the event via the user interface;
 8 a work item object; and
 9 a receiving function for receiving an activation of the work item object, wherein the
 10 activating the work item object is associated with a command that is issued to an
 11 outgoing communication channel of the plurality of communication channels.

1 18. The user interface of claim 16 wherein
 2 the incoming communication channel and the outgoing communication channel are the same.

1 19. A user interface for communicating via multiple communication channels of
 2 different media types comprising:
 3 a notification object for providing a notification of an event communicated via an incoming
 4 communication channel of the plurality of communication channels, each
 5 communication channel having a media type, at least two of the plurality of
 6 communication channels having different media types;
 7 a command object, wherein activation of the command object issues a command
 8 corresponding to the event to an outgoing communication channel of the plurality of
 9 communication channels.

1 20. The user interface of claim 19 wherein
 2 the incoming communication channel and the outgoing communication channel are the same.

Sub A6 1 21. A computer system comprising:
 2 a processor;

SW-196

3 a display, coupled to said processor;
 4 computer readable medium coupled to said processor; and
 5 computer code, encoded in said computer readable medium, configured to cause said
 6 processor to communicate using a plurality of communication channels,
 7 wherein at least two of the plurality of communication channels are of
 8 different media types by virtue of being configured to cause said processor to:
 9 obtain an event communicated via an incoming communication channel of a plurality
 10 of communication channels, each communication channel having a media
 11 type, at least two of the plurality of communication channels having different
 12 media types, the event corresponding to a work item available via the
 13 incoming communication channel;
 14 provide a notification of the work item via a user interface presented on the display;
 15 receive an activation of a work item object of the user interface, the work item object
 16 being associated with the work item; and
 17 issue a command associated with the activation of the work item object to an outgoing
 18 communication channel of the plurality of communication channels.

1 22. A database comprising:
 2 a communication channel table, which includes information about a communication
 3 channel;
 4 an event table which includes information about events originating from a channel
 5 driver in response to a communication from a communication channel;
 6 a command table which includes information about commands issued by a channel
 7 driver to a communication channel; and
 8 a channel driver table which includes information about a channel driver that controls
 9 the operation of a communication channel and from which events originate in
 10 response to a communication received from a communication channel and to
 11 which commands are issued to a communication channel to perform an action.

1 23. The database of claim 21, wherein
 2 the communication channel table provides access to:
 3 a channel ID field;
 4 a media type for the communication channel;
 5 a configuration ID for a configuration to which the communication channel belongs;

Sub A6

1 24. The database of claim 21, wherein the event table provides access to
 2 an event ID field;
 3 an event name; and
 4 a channel driver ID field for a channel driver for communicating with a
 5 communication channel from which the event originates.

1 25. The database of claim 21, wherein the command table provides access
 2 to:
 3 a command ID field;
 4 a command name;
 5 a channel driver ID field for a channel driver for communicating with a
 6 communication channel which issues the command having the command
 7 name.

1 26. The database of claim 21, wherein said channel driver table comprises:
 2 a channel driver identification number;
 3 a media type field;
 4 a file name field for the file name of the channel driver;
 5 a .media string for invoking a media service for the channel driver.

Add A77